

POSTAL PARCELS

Sending postal parcels to recipients in Denmark or other countries around the world is fast and reliable. You can buy labels online via Online Porto and the PostNord app. You can also buy labels at major post offices. See which ones on postnord.dk.

At all post offices, you can get printouts of labels purchased online.

WEIGHT AND DIMENSIONS

Minimum parcel dimensions: 14 x 9 x 1.5 cm and minimum parcel weight: 100 g.

Maximum length: 150 cm. Maximum length + circumference: 300 cm. If the length of your parcel is 120–150 cm, you must pay a surcharge. The maximum length in a few countries is 105 cm. See more under Country specific fact sheet for the country in question on postnord.dk.

Parcels delivered to a post office/parcel locker in Denmark or abroad may weigh up to 20 kg. In Denmark, delivery to door parcels may weigh up to 35 kg.

COMPENSATION

In the event of loss or damage, PostNord pays compensation of up to DKK 4,800.

HANDOVER OR PICKUP

You can hand over parcels weighing up to 20 kg at all post offices and in our red parcel lockers (Pakkeboksen).

Parcels weighing more than 20 kg must be handed over at our Business Drop-off service points or be picked up by PostNord. You can buy pickup online: just specify the location at the address from where we must pick up the parcel and we will pick it up within 48 hours.

We cannot pick up parcels located in locked apartment buildings.

NOTIFICATION AND TRACK & TRACE

If you provide the recipient's mobile number and/or email address, we send electronic notifications to recipients in Denmark.

All parcels can be tracked via Track & Trace in the PostNord app or on postnord.dk.

DELIVERY

Parcels can be delivered to the door of the recipient in the following ways:

- In the recipient's mailbox
- Placed somewhere at the address, if the recipient has agreed this with us
- Personal delivery at the recipient's door
- If no one is at home, we will instead leave the parcel at a post office for pickup
- Especially for parcels over 20 kg: if no one is at home, we will leave the parcel at the address. After the parcel is dropped off at the address, responsibility for the parcel is transferred to you as the sender. If it is not possible to drop off the parcel at the address, it will be dropped off at the nearest Business Drop-off service point for pickup.

The handover of parcels at a post office in Denmark requires MitID validation in the PostNord app or presentation of valid ID. Outside Denmark, parcels are handed over according to the practice of the country of destination.

VALUABLES

If you wish to send valuable content, you can buy an Insured Item at Online Porto and at our largest post offices.

Insured Items must be handed over to post office staff who then scan the consignment. PostNord issues a receipt for the submission of the consignment.

For recipients in Denmark, the content's value must not exceed DKK 30,000. In Online Porto you can see the other countries which receive Insured Items and the maximum permissible value in these countries.

PARCELS SENT ABROAD

When sending parcels to countries outside the EU, you must fill in customs declarations. We have made this easy, so that you can itemize the contents of your parcel and have your customs declarations automatically printed. Then the customs authorities of the country of destination can clear your parcel before it is delivered to the recipient.

Remember that you, as the sender, are responsible for making sure that the sending of your parcel's contents by air and to the country in question is permitted. If parcel screening before air transport shows that a parcel's contents are prohibited, the parcel will be returned to the sender. The postage paid will not be refunded.

Want to know more?

You can see more on postnord.dk or contact us via the chat in the PostNord app to hear more about your options.